



# Need help with your utility bill? We're here for you.

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Dear North Bay Village Resident,

While the nation continues to grapple with COVID-19, and we all continue to make changes in the way we live, work and interact, I hope you and your family are safe. At North Bay Village, we know you have other priorities right now, and we know you may be experiencing unexpected hardships with your financial situation or with taking care of life's responsibilities.

So please rest assured that we have ways to help with your water bill concerns. Customer service is available to assist with your account online or over the phone.

Here are some ways we can help you with payment assistance.

## **Payment assistance**

If you need some assistance - be it a little more time to make a payment this month or if you expect a challenge with making your payment at all - we can help.

For any bills in March or April all late fees are waived. You have an additional 30 days to pay from the due date of the bill, and no late fees will be assessed. There is no need to contact us. We will continue to monitor this situation and adjust our policies as needed.

## **Three ways to pay**

- You can continue to pay over the phone, Monday – Friday, 8 a.m. – 5 p.m by calling 305-756-7171.
- Bills may also be paid online, anytime, under the “Payments” tab on the right side of the homepage [www.northbayvillage-fl.gov](http://www.northbayvillage-fl.gov) Convenience fees have been waived during this time.
- Additionally, payments can still be dropped off, 24/7, using the utility drop off box located in the back of the Village Hall building on the main floor, at 1666 Kennedy Causeway. Please do not leave payments under the doors.

## **How to reach us**

If you have any additional questions please contact us by calling (305) 756-7171 or sending us an email at [billing@nbvillage.com](mailto:billing@nbvillage.com)

We're all in this together, and we are committed to providing you the assistance you need with your account.

Ralph Rosado, PhD  
Village Manager



# ¿Necesita ayuda con su factura de servicios públicos?

## Estamos aquí por usted.

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Estimado residente de North Bay Village,

La nación continúa lidiando con el COVID-19, y todos seguimos haciendo cambios en las formas en que vivimos, trabajamos e interactuamos. Espero que usted y su familia estén a salvo. En North Bay Village, sabemos que tiene otras prioridades en este momento, y sabemos que puede estar sufriendo dificultades inesperadas con su situación financiera o con el cuidado de las responsabilidades de la vida.

Puede estar seguro de que tenemos formas de ayudarlo con sus inquietudes sobre la factura de servicios públicos de la ciudad. Estamos disponibles para ayudarlo con su cuenta en línea o por teléfono.

Aquí hay algunas formas en que podemos ayudarlo con la asistencia de pago.

### **Asistencia de pago**

Si necesita ayuda, sea un poco más de tiempo para hacer un pago este mes o si espera un desafío para realizar su pago, podemos ayudarlo.

Para cualquier factura en marzo o abril, tiene 30 días adicionales para pagar desde la fecha de vencimiento de la factura y no se aplicarán cargos por demora. No hay necesidad de contactarnos. Continuaremos monitoreando esta situación y ajustando nuestros procesos según sea necesario.

### **Tres formas de pagar**

- Puede continuar pagando por teléfono de lunes a viernes de 8 a.m. a 5 p.m. llamando al 305-756-7171.
- Las facturas también se pueden pagar en línea, en cualquier momento en la pestaña "Pagos" en el lado derecho de la página de inicio [www.northbayvillage-fl.gov](http://www.northbayvillage-fl.gov). No se cobran tarifas de conveniencia durante este tiempo.
- Además, los pagos aún se pueden dejar, 24/7, utilizando la casilla de entrega de servicios públicos ubicada en la parte posterior del edificio del Ayuntamiento en el piso principal, en 1666 Kennedy Causeway. Por favor no deje pagos debajo de las puertas.

### **Cómo contactarnos**

Si tiene alguna pregunta adicional, contáctenos llamando al (305) 756-7171 o envíenos un correo electrónico a [billing@nbvillage.com](mailto:billing@nbvillage.com).

Todos estamos juntos en esto, y estamos comprometidos a brindarle la asistencia que necesita con su cuenta.

Ralph Rosado, PhD  
Gerente de la ciudad

## Village Resources & Updates

For regular update on COVID-19 and NBV please visit our website at [www.northbayvillage-fl.gov/coronavirus](http://www.northbayvillage-fl.gov/coronavirus).

**Village Police:** The North Bay Village Police Department will continue patrols and services as usual. Residents can report non-emergency issues to 305-758-2626 or email ActionTeam@nbvillage.com. In an emergency, always dial 9-1-1.

**Public Works:** Public Works services and trash pickup will operate as normal.

**Miami-Dade County Public Schools:** Information on MDCPS closings, meal distribution and health resources can be found at [northbayvillage-fl.gov/coronavirus](http://northbayvillage-fl.gov/coronavirus).

**Register for AlertNBV:** For updates and alerts regarding COVID-19, weather, traffic and Village events, please sign up for AlertNBV: [bit.ly/ALERTNBV](http://bit.ly/ALERTNBV).

**Village Curfew & Closings:** The Village has implemented a daily curfew from 10 p.m. until 5 a.m. North Bay Village will enforce this order as necessary. Exemptions during curfew hours are for:

- Resident travel to and from essential workplaces
- Medical emergencies
- Dog walking within 250 feet of the resident's home
- Food delivery/takeout
- Provision of essential emergency and hospital services, and
- Utility emergency repairs.

Non-essential businesses must also comply with the curfew and close by 10 p.m. daily. This order applies to bars, liquor stores, lounges, and other entertainment establishments.

Exceptions to this order are: grocery stores, restaurants, medical service providers, medical supply stores, gas stations, convenience stores, private offices.

## Food Assistance Resources

Feeding South Florida:  
[feedingsouthflorida.org/covid19/](http://feedingsouthflorida.org/covid19/)

Florida Food Assistance Program:  
[myflfamilies.com/covid19/access.shtml](http://myflfamilies.com/covid19/access.shtml)

Summer BreakSpot:  
[summerbreakspot.freshfromflorida.com/](http://summerbreakspot.freshfromflorida.com/)

Catholic Charities of the Archdiocese of Miami:  
[ccadm.org/congregate-meals/](http://ccadm.org/congregate-meals/)

Farm Share:  
[farmshare.org/food-distributions/](http://farmshare.org/food-distributions/)

Meals for Seniors: Dial 311

## Recursos de asistencia Comidas

Feeding South Florida:  
[feedingsouthflorida.org/covid19/](http://feedingsouthflorida.org/covid19/)

Florida Food Assistance Program:  
[myflfamilies.com/covid19/access.shtml](http://myflfamilies.com/covid19/access.shtml)

Summer BreakSpot:  
[summerbreakspot.freshfromflorida.com/](http://summerbreakspot.freshfromflorida.com/)

Catholic Charities of the Archdiocese of Miami:  
[ccadm.org/congregate-meals/](http://ccadm.org/congregate-meals/)

Farm Share:  
[farmshare.org/food-distributions/](http://farmshare.org/food-distributions/)

Comidas para personas mayores: Marca 311



# Screening for COVID-19

FloridaHealth.gov/COVID-19 • Florida Department of Health

## 1 Are you experiencing symptoms?

Symptoms may appear in 2–14 days after exposure to the virus.

1



FEVER



COUGH



SHORTNESS OF BREATH

2

Have you returned from international travel or a cruise within the last 14 days and have any of the symptoms above?

3

Have you been around someone diagnosed with COVID-19?



If you answered “yes” to any of the above questions, call your health care provider or your county health department (CHD) by scanning the code for the local CHD finder. Or call 1-866-779-6121.



### Guidance

- Self monitor for fever, cough, or other respiratory symptoms for 14 days.
- Avoid contact with sick people.
- Delay any additional travel plans until no longer sick.
- Wash hands often with soap and water for at least 20 seconds.
- Cover mouth and nose with a tissue or sleeve when coughing or sneezing. Throw the tissue in the trash.

Florida Health Office of Communications 03/11/20



# Examen de detección para el COVID-19

FloridaHealth.gov/COVID-19 • Departamento de Salud de Florida

## ¿Está presentando síntomas?

Los síntomas pueden aparecer de 2 a 14 días después de la exposición al virus.

1



FIEBRE



TOS



FALTA DE AIRE

2

¿Ha regresado de un viaje internacional o de un crucero dentro de los últimos 14 días y tiene alguno de los síntomas arriba?

3

¿Ha estado alrededor de alguien diagnosticado con COVID-19?



Si respondió “sí” a alguna de las preguntas anteriores, llame a su proveedor de atención médica o al departamento de salud de su condado (county health department, CHD) escaneando el código para el buscador del CHD local. O llame al 1-866-779-6121.



### Recomendación

- Monitórease para detectar fiebre, tos u otros síntomas respiratorios durante 14 días.
- Evite el contacto con personas que están enfermas.
- Demore todo plan de viaje adicional hasta que ya no esté enfermo.
- Lávese las manos a menudo con agua y jabón durante al menos 20 segundos.
- Cubra su boca con un pañuelo de papel o con la manga al toser o estornudar. Deseche el pañuelo de papel en la basura.

Oficina de Comunicaciones de Florida Health 11-mar-20



# SAFER AT HOME

Help stop the spread of COVID-19.



Only leave home to:



Buy food or groceries



Get gas



Exercise



Essential jobs



Medical treatment

## DO NOT

Gather in groups unless social distancing of at least 6 feet is possible.



# MÁS SEGURO EN CASA

Ayuda a detener la propagación de COVID-19.



Solo salga de casa a:



Compra comida o comestibles



Conseguir gasolina



Ejercicio



Trabajos esenciales



Tratamiento médico

## NO SE

reúna en grupos a menos que sea posible el distanciamiento social de al menos 6 pies.



# COVID-19 GENERAL PREVENTION



Florida Department of Health • FloridaHealth.gov • tinyurl.com/FLcdcprevention

Protect yourself from all infectious diseases by using these precautions.



Stay home when you are sick



Avoid contact with people who are sick



Get adequate sleep and eat well-balanced meals



Wash hands often with soap and water – 20 seconds or longer



Dry hands with a clean towel or air dry your hands



Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces



Cover your mouth with a tissue or sleeve when coughing or sneezing



Clean and disinfect "high touch" surfaces often



Call before visiting your doctor

Clean all "high-touch" surfaces every day.

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tables, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Florida Health Office of Communications 05.05.20

[https://s33330.pcdn.co/wp-content/uploads/2020/03/covid19\\_general\\_8.5x11\\_2.pdf](https://s33330.pcdn.co/wp-content/uploads/2020/03/covid19_general_8.5x11_2.pdf)

# STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



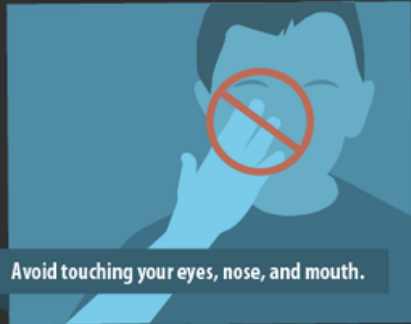
Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Clean and disinfect frequently touched objects and surfaces.



Avoid touching your eyes, nose, and mouth.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

CS14915-A

# COVID-19 PROTECTION, PLANNING & CARE FOR OLDER ADULTS



Florida Department of Health • FloridaHealth.gov

According to the Centers for Disease Control and Prevention, older adults may have a greater chance for serious illness from COVID-19—especially people with weak immune systems or underlying chronic medical conditions like heart, lung, diabetes or kidney disease.

- Symptoms include: fever, coughing, and shortness of breath. If you develop symptoms, stay home and call your health care provider. You may be able to recover at home.
- You need emergency help if symptoms become more severe, there is chronic chest pain, breathing is difficult or your lips turn bluish.



## Protection

**Wash your hands** often with soap and water for at least 20 seconds. Wash after blowing your nose, coughing or sneezing. Wash after spending time in a public place. Wash before and after touching people you're caring for. If soap and water aren't available, use a hand sanitizer that contains at least 60% alcohol.

**Cover your coughs and sneezes.** Use a tissue or your sleeve when coughing.

### Practice Social Distancing:

- Avoid crowds and large gatherings, especially in venues with poor ventilation.
- Don't shake hands with people.
- Keep at least 6 feet between you and other people.
- Stay away from people who may be sick.
- Try shopping during off-hours—later on weeknights or earlier on weekends—when crowds at stores are lower.
- Avoid touching "high-touch" surfaces: elevator buttons, door handles, handrails, etc.
- Find out if family or friends have been sick in the past two weeks or if they currently have a fever. A "yes" answer means the visit needs to be postponed for at least two weeks.

## Planning

**Get a flu shot** if you are showing no symptoms of illness.

**If you depend on regular medical treatment** like dialysis, wound care, etc., talk to your health care provider about special arrangements.

**Create a contact list** of family, friends, neighbors, health care providers, community assistance programs and drivers. Make sure phone numbers are up-to-date.

**Stay in touch** with the people on your list and let them know you may need them for help if you become sick.



**Have a two-three week supply of the following:**

- Non-perishable food
- Medical and health care supplies
- Prescriptions: make sure they are up-to-date



## Care

**Caregivers, help prevent the spread of COVID-19.**

**If the person you're caring for lives in a facility:**

- Know the facility's outbreak protocol.
- Ask daily about the health of the other residents.
- Monitor visitors. Ask if they've been ill over the past two weeks or if they currently have a fever. A "yes" answer means the visit needs to be postponed for at least two weeks.

**If you're caring for someone at home,** you'll need to prepare a separate bedroom and bathroom for them. Learn more about this type of at-home care: [CDC.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html](https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html)

HYGIENE IS IMPORTANT. FOLLOW PROTECTION GUIDANCE ABOVE.

The Florida Department of Elder Affairs is holding multiple weekly calls with the Area Agencies on Aging and the Aging Network lead and local service providers. The Comprehensive Assessment and Review for Long-Term Care Services is providing evaluations, 24-hour notices of appointments and remote medical files for individuals in homes, nursing facilities and assisted-living facilities.